Memco Emergency Telephone Receiver (ETR) Software

User manual

Ref no. 450 852(GB) Version 2

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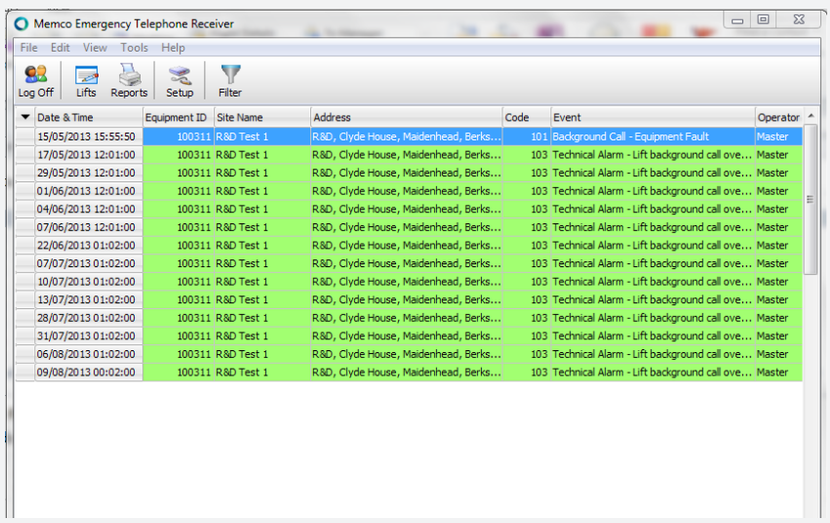
1.0 Introduction

Using Memcom ETR software, users can set up and maintain their own database of lift emergency telephones. The software can be used to receive emergency calls, to test calls and to monitor equipment for over 5,600 lifts per system. Additionally, the software can be used remotely to program the telephone units reducing the need for site visits which ultimately saves time and cost. The following pages include a User Manual, which explains the functions available through Memco Emergency Telephone Receiver (ETR) Software.

2. User Guide

2.1 Memco ETR Main Window

This is the main window of Memco ETR. In this window you will see all active alarm events and the status of the modems etc.



Date & Time	Equipment ID	Site Name	Address	Code	Event	Operator
15/05/2013 15:55:50	100311	R&D Test 1	R&D, Clyde House, Maidenhead, Berks...	101	Background Call - Equipment Fault	Master
17/05/2013 12:01:00	100311	R&D Test 1	R&D, Clyde House, Maidenhead, Berks...	103	Technical Alarm - Lift background call ove...	Master
29/05/2013 12:01:00	100311	R&D Test 1	R&D, Clyde House, Maidenhead, Berks...	103	Technical Alarm - Lift background call ove...	Master
01/06/2013 12:01:00	100311	R&D Test 1	R&D, Clyde House, Maidenhead, Berks...	103	Technical Alarm - Lift background call ove...	Master
04/06/2013 12:01:00	100311	R&D Test 1	R&D, Clyde House, Maidenhead, Berks...	103	Technical Alarm - Lift background call ove...	Master
07/06/2013 12:01:00	100311	R&D Test 1	R&D, Clyde House, Maidenhead, Berks...	103	Technical Alarm - Lift background call ove...	Master
22/06/2013 01:02:00	100311	R&D Test 1	R&D, Clyde House, Maidenhead, Berks...	103	Technical Alarm - Lift background call ove...	Master
07/07/2013 01:02:00	100311	R&D Test 1	R&D, Clyde House, Maidenhead, Berks...	103	Technical Alarm - Lift background call ove...	Master
10/07/2013 01:02:00	100311	R&D Test 1	R&D, Clyde House, Maidenhead, Berks...	103	Technical Alarm - Lift background call ove...	Master
13/07/2013 01:02:00	100311	R&D Test 1	R&D, Clyde House, Maidenhead, Berks...	103	Technical Alarm - Lift background call ove...	Master
28/07/2013 01:02:00	100311	R&D Test 1	R&D, Clyde House, Maidenhead, Berks...	103	Technical Alarm - Lift background call ove...	Master
31/07/2013 01:02:00	100311	R&D Test 1	R&D, Clyde House, Maidenhead, Berks...	103	Technical Alarm - Lift background call ove...	Master
06/08/2013 01:02:00	100311	R&D Test 1	R&D, Clyde House, Maidenhead, Berks...	103	Technical Alarm - Lift background call ove...	Master
09/08/2013 00:02:00	100311	R&D Test 1	R&D, Clyde House, Maidenhead, Berks...	103	Technical Alarm - Lift background call ove...	Master

2.1.1 Menu Bar

The menu bar allows you to access the Memco ETR options and functions:

2.1.2 Tool Bar

The Tool Bar allows you quick access to the commonly used functions.

Log On: Operator Log on (Only displayed if nobody is logged on)

Log Off: Operator Log off (Only displayed when an operator is logged on)

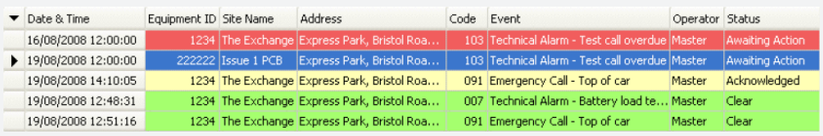
Lifts: Displays the Lift Manager screen

Reports: Displays the Report Options screen

Setup: Display the Modem Setup options for Memco ETR

2.1.3 Event List

The Event List displays the alarm events that still require further action.



Date & Time	Equipment ID	Site Name	Address	Code	Event	Operator	Status
16/08/2008 12:00:00	1234	The Exchange	Express Park, Bristol Roa...	103	Technical Alarm - Test call overdue	Master	Awaiting Action
19/08/2008 12:00:00	222222	Issue 1 PCB	Express Park, Bristol Roa...	103	Technical Alarm - Test call overdue	Master	Awaiting Action
19/08/2008 14:10:05	1234	The Exchange	Express Park, Bristol Roa...	091	Emergency Call - Top of car	Master	Acknowledged
19/08/2008 12:48:31	1234	The Exchange	Express Park, Bristol Roa...	007	Technical Alarm - Battery load te...	Master	Clear
19/08/2008 12:51:16	1234	The Exchange	Express Park, Bristol Roa...	091	Emergency Call - Top of car	Master	Clear

Each event includes the following information:

	Description
Date & Time	The date and time the event was received by Memco ETR
Equipment ID	The unique identification number of the lift alarm
Site Name	The name of the site where the lift alarm is installed
Address	The address of the site where the lift alarm is installed
Code	The event code number (see XXX)
Event	Description of the event
Operator	The name of the operator that processed the event. This maybe blank if the event has not been processed
Status	The current status of the alarm event
Awaiting Action (RED)	The event requires action by the operator
Acknowledged (YELLOW)	The event has been acknowledged by the operator, but may have some pending actions to carried out
Clear (GREEN)	The event has been cleared by the operator

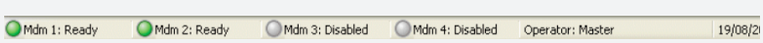
2.1.4 Event Information and Processing

The events on the main window can be processed by double clicking on the event and then the Event Information window will pop up.

See 2.4.1 View / Alarm Event Details

2.1.5 Status Bar

The Status Bar displays the status of the Memco ETR.



Modem 1 – 4: The status of Modems connected to Memco ETR

Green – ready

Red – disconnected

Yellow – in use

Grey – Modem either disabled or not present

Operator: The name of the operator currently logged on

Date & Time: The current Date and Time

2.2 File Menu

This menu allows you to select from the below menu options, which are explained in the following section of this User Manual

+ Log on
+ Log off
+ Change passcode
+ Modify System operators
+ Exit

2.2.1 File / Log On

When you first start Memco ETR or when you select Log On from the Tool Bar or Menu Bar the Operator Log On screen will be displayed.

Select your operator name from the drop down list and enter the password, then click on the OK button.

Note 1: The default Operator Name is Master and the password is 1234. It is recommended that this is changed using the Change Passcode option.

Note 2: There is also the ability to automatically log on with a specific user, using a default operator. For the operator name which will be logged on automatically, set the option as shown in Change Passcode

2.2.2 File / Log Off

This option will log off the current operator.

When no operator is logged on, the user interface is disabled and is only enabled once an operator logs on.

You should Log Off when the workstation is left unattended for any long periods.

Note: If an alarm event is received whilst no operator is logged on, the Operator Log On screen is automatically displayed.

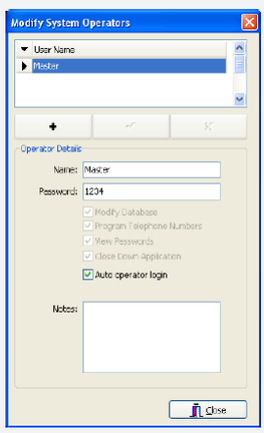
2.2.3 File / Change Passcode

This menu option allows you to change your own passcode:

1. Enter your OLD passcode, and then click the OK button
2. Enter the NEW passcode, and then click the OK button
3. Enter the NEW passcode AGAIN, and then click the OK button
4. If successful you will see a prompt telling you that the NEW Passcode has been accepted

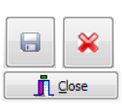
2.2.4 File / Modify System Operators

This menu option allows you add/ edit the system operator(s) for the Memco ETR.



Adding a New Operator

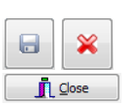
1. Click on the + button
2. Enter the Name of the new operator
3. Enter the Password for the new operator
4. Select the required options for the new operator
5. Enter any optional notes for the new operator



6. Click the save button to save the record, or the x button to cancel
7. Repeat from step 1 for other operators or click on the Close button to close this screen

Editing an Operator

1. Select the Operator Name from list at the top
2. Edit the Name of the operator, if required
3. Edit the Password for the operator, if required
4. Edit the required options for the operator, if required
5. Enter any optional notes for the operator

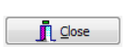


6. Click the save button to save the record, or the x button to cancel
7. Repeat from step 1 for other operators or click on the Close button to close this screen

Deleting an Operator

1. Select the Operator Name from list at the top

2. Click on the - (minus) button
3. You will be prompted to confirm this operation



4. Repeat from step 1 for other operators or click on the Close button to close this screen

Operator Auto logon

To have the ETR software automatically log on for a specific operator, tick the Auto operator logon. When the ETR software is started, it will automatically use this operators details without prompting for a passcode.

2.2.5 File / Exit

This option closes the Memco ETR.

Note: You must be logged on in order to select this option and you will be asked to confirm this operation.

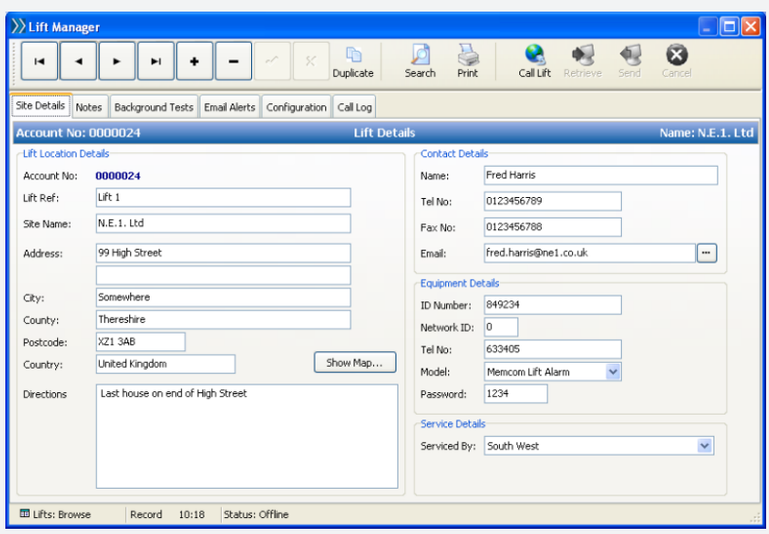
2.3 Edit Menu

This menu allows you to select from the below menu options, which are explained in the following section of this User Manual

+ Lift Manager...
+ Service Engineers...
+ Event Types...

2.3.1 Edit / Lift Manager

This menu option opens the Lift Manager screen allows you manage all aspects of each monitored site.



2.3.2 Lift Manager Tool Bar

Select first record

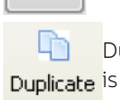
Select previous record

Select next record

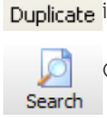
Select last record

Save changes to current record

Cancel changes to current record



Duplicates current record and settings (a new ID is requested)



Open account search screen

Open account Print Report options screen

Call the lift via one of the connected Modems

Select last record

Select last record

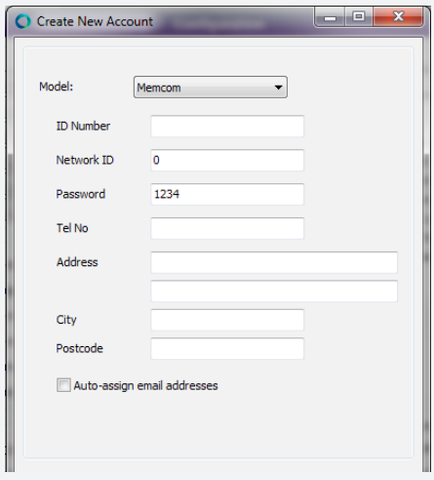
Select last record

Select last record

2.3.3 Add New Account

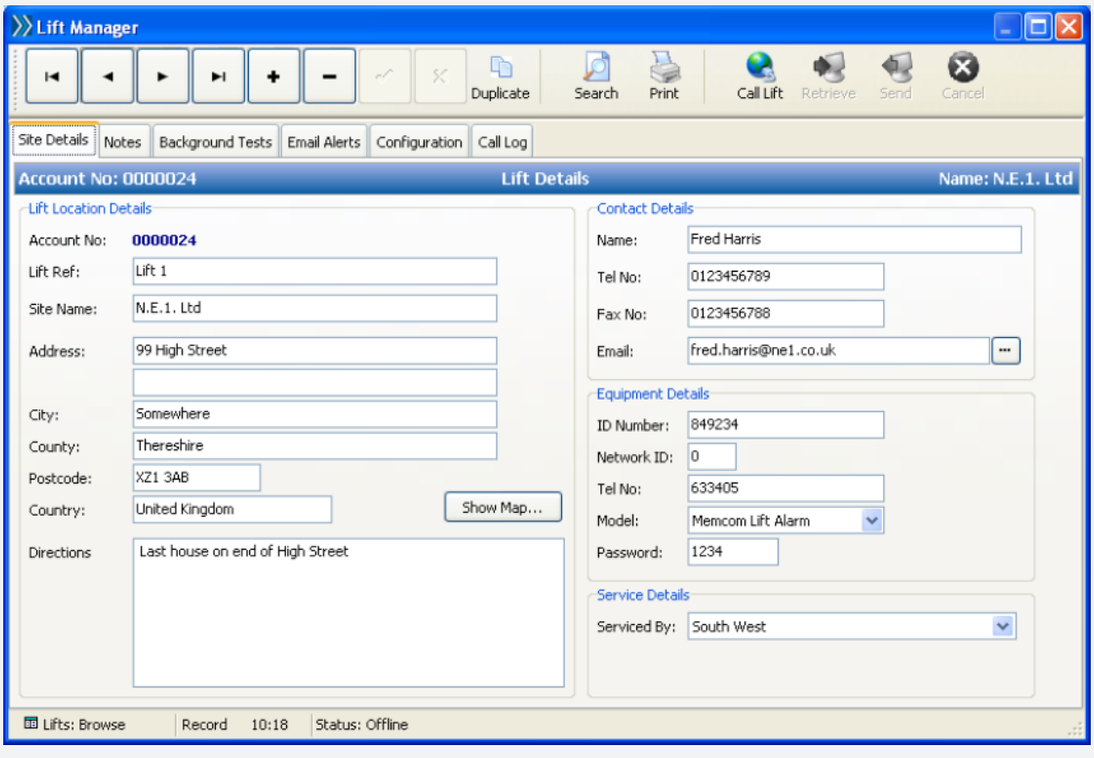
When adding a new account (using the button), the following form is displayed to enter all of the most important information when creating a new account

If service groups have been set-up, it is possible to have the email addresses automatically assigned to missing background call and technical events by selecting the auto-assign, and choosing the service group.



2.3.4 Lift Manager

The Site Details Page displays the location, contact, equipment and service details for the selected account.

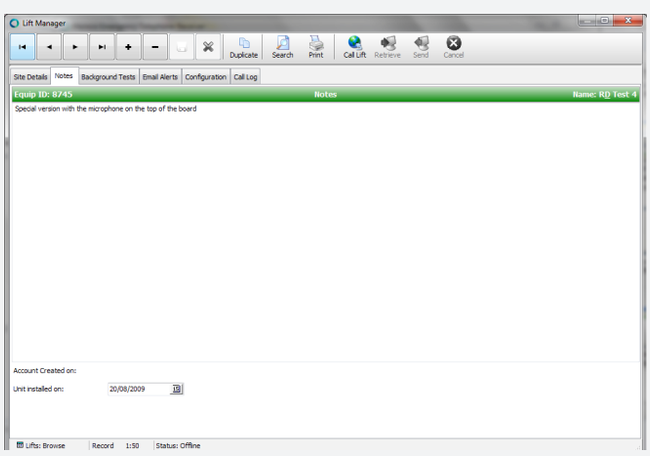


2.3.5 Site Details Tab

Lift Location Details	
Account No:	An automatically generated reference number
Lift Reference:	Free format lift reference
Site Name:	The name of the site where the Memcom is installed
Address, City, County, Postcode and Country:	The address where the Memcom is installed
Show Map...:	Displays the map using “Google Maps” (Postcode required)
Directions:	Free format text of how to find the site
Contact Details	
Name:	The name of the contact
Tel No:	The contact telephone number
Fax No:	The contact fax number
Email:	The contact email address. Send an email by using the ... button
Equipment Details	
ID Number:	The unique lift ID number (maximum 9 digits)
Network ID:	This should be set to 0 if only one lift alarm is connected to the telephone line. If multiple Memcoms (maximum of 8) are connected to the same telephone line each unit should be given a unique Network ID, e.g. Memcom 1 = 1, Memcom 2 = 2 etc
Tel No:	The telephone number of the Memcom
Model:	The lift alarm model type
Password:	The password used to access the Memcom (maximum 8 digits)
Service Details	
Serviced By:	The Service Group responsible for the maintenance of the lift

2.3.6 Notes Tab

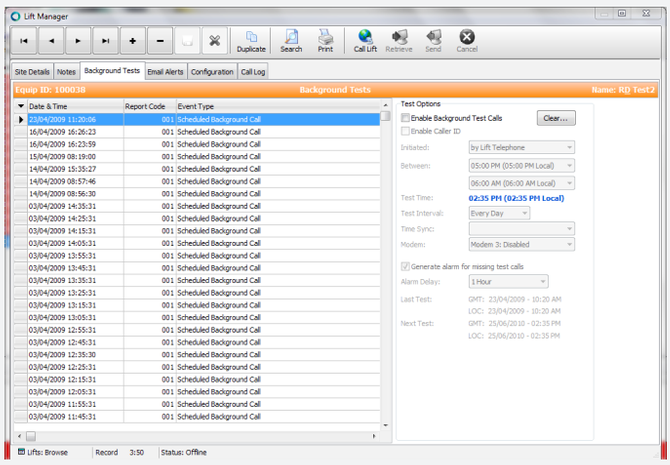
The Notes tab displays the notes for the selected account and shows the date the account was created.



2.3.7 Background Tests Tab

The Background Tests Page displays the background test call history and test call configuration for the selected account.

The left hand section displays the background call history, showing the date and time, report code and event type.

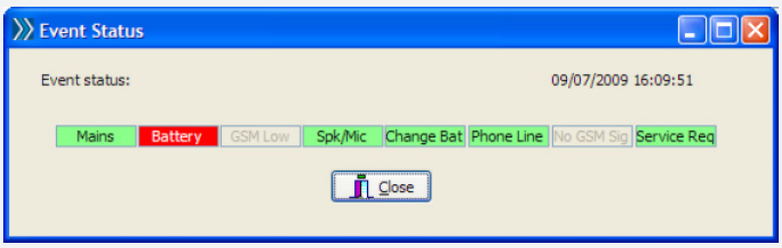


The events that have an equipment fault listed can be double clicked and the status of the Memcom at the time of the call can be recalled.

Test Options

Enable Background Test Calls:	Enabled - Background call monitoring is enabled for the selected account Disabled - Background call monitoring is disabled
Enable Caller ID:	Enabled - Background calls from the lift alarm are Caller ID based Disabled - Background calls from the lift alarm are normal.
Initiated:	By Lift Telephone - The Memcom will dial the Memco ETR and perform a background call By PC - Memco ETR will dial the Memcom and perform a background call
Between:	Sets the start and end time in which a background call should be generated
Test Time:	The actual time the background call is carried out (the time stored in the lift alarm is always GMT)
Test Interval:	The frequency of the background call (Every Day, Every 2 Days or Every 3 Days)
Time Sync:	This option is only enabled when “Enable Caller ID” is enabled. It sets the frequency in which the Memco ETR will answer the background call and synchronise the clock on the Memcom
Modem:	The enabled modem that will receive or perform the background call. The phone number is shown next to modem number
Generate alarm for missing test calls:	Enabled - Missed background calls will cause Memco ETR to generate a “Technical Alarm - Test Call overdue” Disabled - Missed background calls are ignored
Alarm Delay:	The time after which a missed background call will generate an alarm
Last Test:	GMT - The GMT date and time of the last background call LOC - The local date and time of the last background call
Next Test:	GMT - The GMT date and time of the next background call LOC - The local date and time of the next background call

The events that have an equipment fault listed can be double clicked and the status of the Memcom at the time of the call can be recalled.



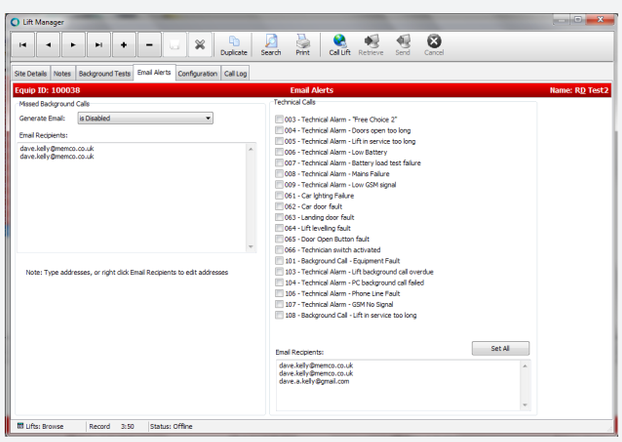
An example is shown above where the Memcom called in with an equipment fault and highlighted in red is the Battery which means that at the time of the call the battery charge is low. If this is repeated on the next call then the battery will probably need replacing.

Other equipment faults in red will be shown.

Mains	either AC or DC power not active
Battery	the battery may need replacing or still charging
GSM Low	GSM signal low
Spk/Mic	the speaker or microphone are faulty and need attention
Change Bat	the battery requires replacing
Service Req	the Service Counter has activated and the lift requires servicing

2.3.8 Email Alerts Tab

The Email Alerts tab sets up the frequency, type and who receives the emails.



Missed Background calls

Generate Email: This sets the frequency (up to 5 missed calls) of the emails and also disables the email alerts

Email Recipients: Multiple valid email addresses can be entered here

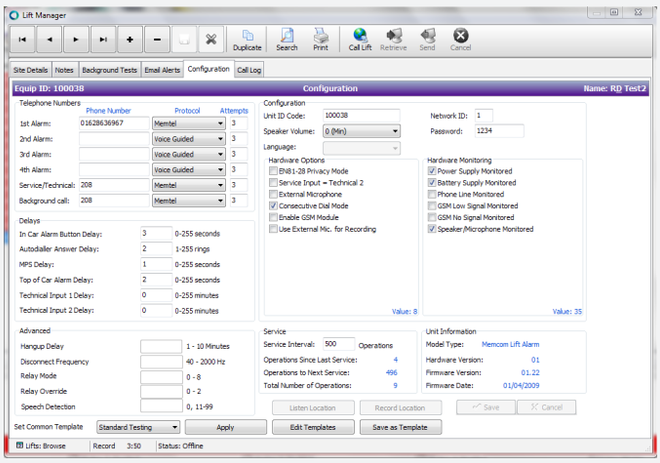
Technical Calls

The type of technical alarm email can be selected here.

2.3.9 Configuration Tab

The Configuration tab displays the Memcom configuration data for the selected account.

Note: Several of the settings are only shown, or enabled depending on the firmware of the Memcom for that account, depending on the firmware version that the feature was introduced to the Memcom.



Telephone Numbers

Phone Number	
1st to 4th Alarm:	The number dialled for Alarm calls
Service/Technical:	The number dialled for Service and Technical calls
Background call:	The number dialled for Caller ID background calls
Protocol	
Unguided	Unguided calls
Voice Guided	Voice guided calls
Memtel	The protocol used by Memco ETR
SMS (GSM Only)	SMS (Text) to mobile phones – can only be used if the GSM Module is installed with the Memcom
Attempts:	The number of dial attempts to the selected number (Any number between 0 and 9)
Delays	
In Car Alarm Button Delay:	The amount of time the in car alarm button needs to be pressed before an alarm is generated
Autodialler Answer Delay:	The number of rings the lift alarm needs to detect before answering the incoming call
Remote Telephones Delay:	The amount of time the remote telephone alarm button needs to be pressed before an alarm is generated
Top of Car Alarm Delay:	The amount of time the in top of car alarm button needs to be pressed before an alarm is generated
Technical Input 1 Delay:	The amount of time Technical Input 1 needs to be active before a Technical alarm is generated
Technical Input 2 Delay:	The amount of time Technical Input 2 needs to be active before a Technical alarm is generated
Note: setting any of the above delays to 0 will disable that feature (except for Autodialler Answer Delay where 0 is not permitted).	
Advanced	
Hangup Delay:	Sets the number of minutes for the Memcom to automatically hangup
Disconnect Frequency:	Only change if advised by Memco engineers
Configuration	
Unit ID Code:	The unique ID allocated to each Memcom (maximum of 9 digits)
Network ID:	This should be set to 0 if only one lift alarm is connected to the telephone line. If multiple Memcoms (maximum of 8) are connected to the same telephone line each unit should be given a unique Network ID, e.g. Memcom 1 = 1, Memcom 2 = 2 etc The speaker volume when talking to the car during an emergency alarm
Speaker Volume:	The speaker volume when talking to the car during an emergency alarm
Password:	The password used to access the Memcom. Up to 8 digits can be used

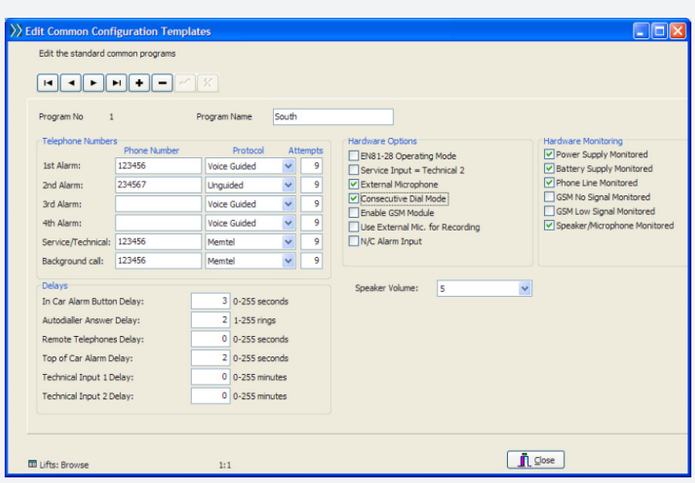
Hardware Options:	
EN81-28 Operating Mode	When enabled EN81-28 operation is enabled
Service Input = Technical 2	When enabled the Service Input operates as Technical Input 2
External Microphone	When enabled the external microphone is activated
Consecutive Dial Mode	When enabled the unit will dial the first alarm number then move to the next alarm number. When disabled the unit will dial each number(s) until all attempts have been used and then move to the next sequential alarm number
Enable GSM Module	Enable this option if the GSM Module is connected to the lift alarm unit
Caller ID Background Calls	When enabled background calls are Caller ID based
Use External Mic. For Recording	When enabled the external microphone is used for recording the messages or disabled the internal Memcom mic will be used
N/C Alarm Input	Changes the type of alarm button that can be used. Enabling this option will allow a normally closed button to be used
Alternative Dial Tones	Used for countries with a interrupted dial tone (eg Greece, Italy)
Service Input = Ext Alarm	Used as an alternative method of activating the alarm, where the input is a voltage
Int Mic and Ext Speaker	When enabled the internal mic will be used with external speaker (sets volume to max)
Hardware Monitoring:	
Power Supply Monitored	When enabled the input supply is monitored
Battery Monitored	When enabled the standby battery is monitored and tested
Phone Line Monitored	When enabled the telephone line is monitored
GSM No Signal Monitored	When enabled the GSM No Signal fault is monitored
GSM Low Signal Monitored	When enabled the GSM Low Signal fault is monitored
Speaker/Microphone Monitored	When enabled the speaker and microphone are monitored and tested prior to a background call
Service	
Service Interval:	The number of lift operations before the lift alarm generates a “Technical Alarm - Lift in service too long”
Operations Since Last Service:	The number of lift operations since last service
Operations to Next Service:	The number of lift operations before a service is due
Total Number of Operations:	The total number of lift operations since the lift has been in service
Unit Information	
Model Type:	The Memcom model type
Hardware Version:	The Memcom hardware version
Firmware Version:	The Memcom firmware version
Firmware Date:	The Memcom firmware release date

Set Common Template

Templates for common settings can be set up and applied here.

To set templates press the Edit Templates button.

The screen above will open and common settings can be entered and saved. Once saved and this screen closed the settings can be recalled and applied on the main configuration screen.



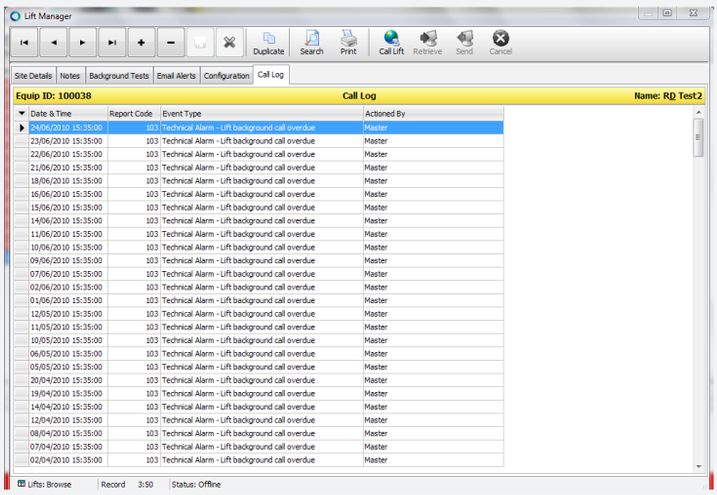
Location Messages

For the appropriate firmware, if a headset is connected to the modem the location messages can be listened to or recorded from the ETR software.

After recording, the message is automatically played back.

2.3.10 Call Log Tab

Call Log Page displays the acknowledged alarm events for the selected account.



Each alarm event includes the following information:

Date & Time: The date and time the event was received by Memco ETR

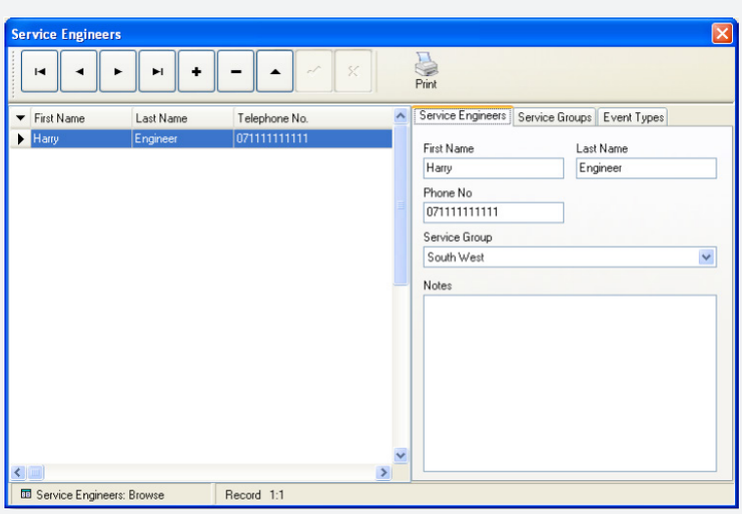
Report Code: The event code number

Event Type: The event type and description

Actioned By: The name of the operator that actioned the event

2.3.11 Edit / Service Engineers

This menu option opens the Service Engineers screen and allows you to manage the service engineers and service groups.



Service Engineers Tab

First Name: The first name of the service engineer

Last Name: The last name of the service engineer

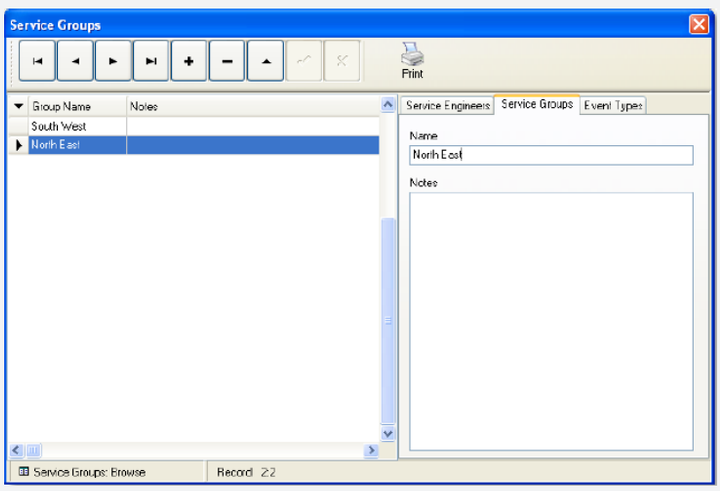
Phone No: The contact telephone number for the service engineer

Service Group: The service group the service engineer is assigned to, see Service Groups below

Notes: The notes for the service engineer

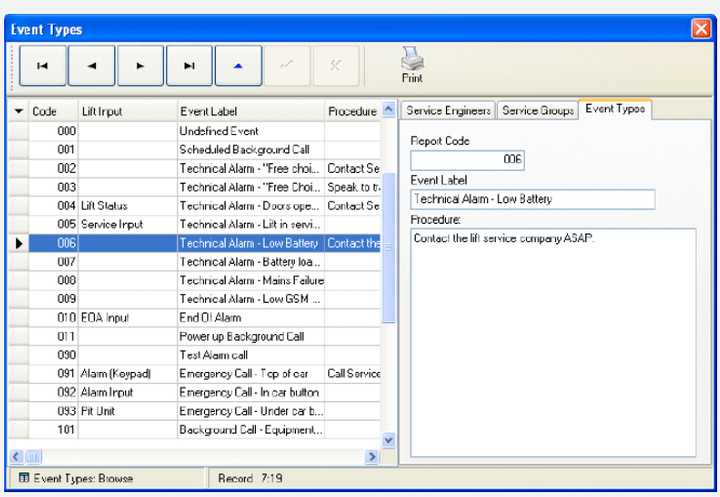
Service Groups Tab

The Service Groups allow you to create a logical group to which the service engineer is assigned to, e.g. the group by area “South West” or “North East”. When creating a lift account in Lift Managers Site Details Tab the service group is assigned to the account. When the Event Information screen is open it will list the service engineers that are available for the assigned group.



Event Types Tab

This tab opens the Event Types editor window and allows you to manage the event labels and operator procedures for each event type.


Event Types
Print
Code
Lift Input
Event Label
Procedure
000 Undefined Event
001 Scheduled Background Call
002 Technical Alarm - "Free choi... Contact Se
003 Technical Alarm - "Free Choi... Speak to t
004 Lift Status Technical Alarm - Doors ope... Contact Se
005 Service Input Technical Alarm - Lift in servi...
006 Technical Alarm - Low Battery Contact the
007 Technical Alarm - Battery loa...
008 Technical Alarm - Mains Failure
009 Technical Alarm - Low GSM ...
010 EOA Input End Of Alarm
011 Power up Background Call
090 Test Alarm call
091 Alarm (Keypad) Emergency Call - Top of car Call Service
092 Alarm Input Emergency Call - In car button
093 Fit Unit Emergency Call - Under car b...
101 Background Call - Equipment...
Service Engineers
Service Groups
Event Types
Report Code
006
Event Label
Technical Alarm - Low Battery
Procedure:
Contact the lift service company ASAP.
Event Types: Browse
Record 7:19

Report Code: The event reporting code – this cannot be changed

Event Label: The event description – this may be changed

Procedure: The procedure displayed to the operator in the Event Information window

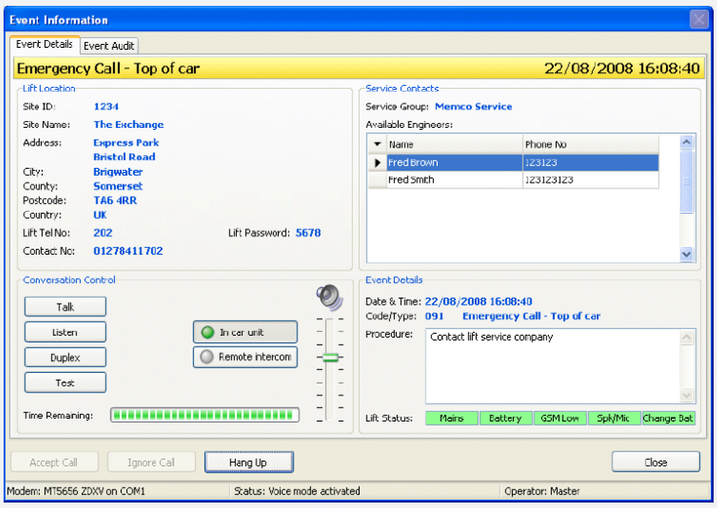
Event Type Table

Code	Lift Input	Event Label	Procedure
000		Undefined Event	
001		Scheduled Background Call	
002		Technical Alarm - Test Call	
003		Technical Alarm - "Free Choice 2"	Speak to trapped passengers
004	Lift Status	Technical Alarm - Doors open too long	Contact Service Engineer
005	Service Input	Technical Alarm - Lift in service too long	
006		Technical Alarm - Low Battery	Contact the lift service company ASAP
007		Technical Alarm - Battery load test failure	
008		Technical Alarm - Mains Failure	
009		Technical Alarm - Low GSM signal	
010	EOA Input	End Of Alarm	
011		Power up Background Call	
090		Test Alarm call	
091	Alarm (Keypad)	Emergency Call - Top of car	Contact lift service company
092	Alarm Input	Emergency Call - In car button	
093	Pit Unit	Emergency Call - Under car button	
101		Background Call - Equipment Fault	
102		Background Call - Caller ID	
103		Technical Alarm - Lift background call overdue	
104		Technical Alarm - PC background call failed	
105		Background Call - Unregistered lift/customer	
106		Technical Alarm - Phone line fault	
107		Technical Alarm - GSM No Signal	
108		Background Call - Lift in service too long	

2.4 View Menu

2.4.1 View / Alarm Event Details

The Event Information window displays details for the selected event and allows you to interact with the Memcom.

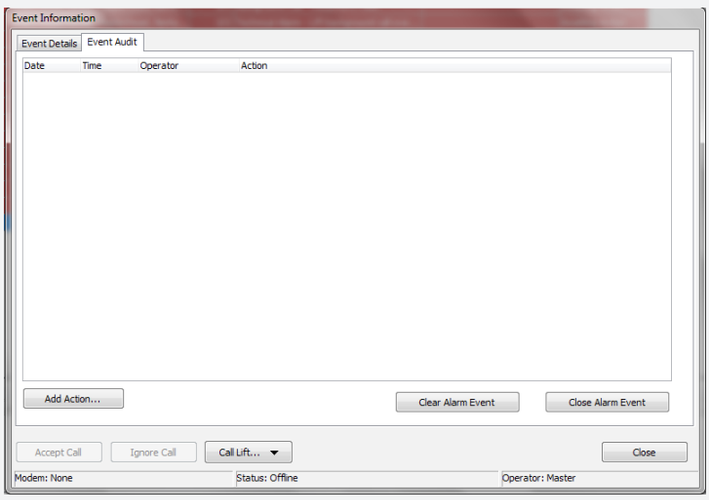


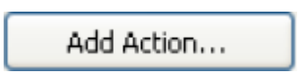
Event Details Tab

Lift Location	This section displays details of site location and contact telephone numbers.
Service Contacts	This section displays the Service Group and Engineers details for the selected site location.
Conversation Control	Note: This section is only enabled when Memco ETR is connected with the lift.
Talk:	Selects talk to car mode
Listen:	Selects listen to car mode
Duplex:	Selects duplex mode (two way conversation)
Test:	Causes the lift alarm unit to generate a tone from its loudspeaker, which in turn will be picked up by the microphone and heard through your headset.
In car unit:	Selects the in car microphone and loudspeaker for conversation
Remote intercom:	Selects the remote intercom (if installed) microphone and loudspeaker for conversation
Time Remaining:	The time remaining before the connection between the Memco ETR and the Memcom closes. This counts down from 180 Seconds. Each time a control button is pressed the time remaining resets back to 180 seconds. When the remaining time is less than 30 seconds there will be a visual warning from the Memco ETR and an audible one from the Memcom
Speaker Volume:	This controls the loudspeaker volume of the Memcom
Event Details	This section displays information about the alarm event:
Date & Time:	The date and time that the event was first acknowledged
Code/Type:	Event code and type
Procedure:	Procedure dependent on event type which is set in Event Types screen
Lift Status:	The statuses of the main power supply (Mains), Battery, GSM signal strength (if GSM module used and activated), main speaker and microphone and whether the battery needs replacing (a 3 year timer is activated once the Memcom is first powered on in our factory and will notify the ETR software once timer has expired). If there are no problems with each status then it is highlighted in green and red if there are any faults to report

Event Audit Tab

Here the user can add actions, clear and close the events.

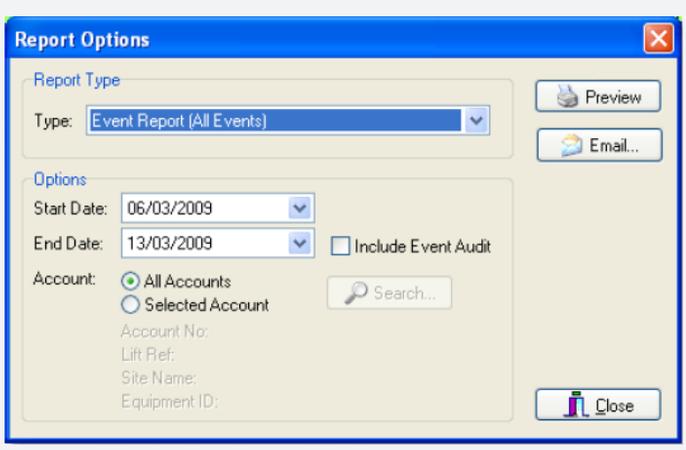




Pressing the 'Add Action' button will enable the user to include any comment regarding the event. To clear or close the events simply press the respective buttons.

2.4.2 View / Report Options

This allows the user to export event reports in various formats, including Excel and pdf.



Report Type

The type of event reports can be selected here using the drop down menu.

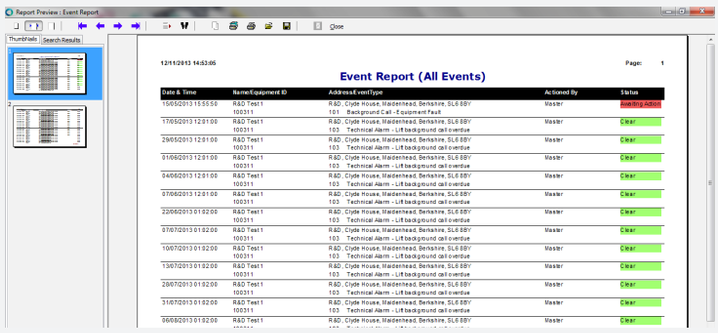
Options

- The start and end dates of events are selected using the drop down menus.
- All accounts can be selected or by individual account. Pressing the 'Search' button will enable you to select an individual account on which to run a report
- Any user actions associated with the event can be added by ticking "Include Event Audit"
- The generated report can be either previewed or emailed by pressing the relevant buttons

Note: For a report email to be sent the email program must be running in the background.

Preview

Pressing the 'Preview' button activates this screen:

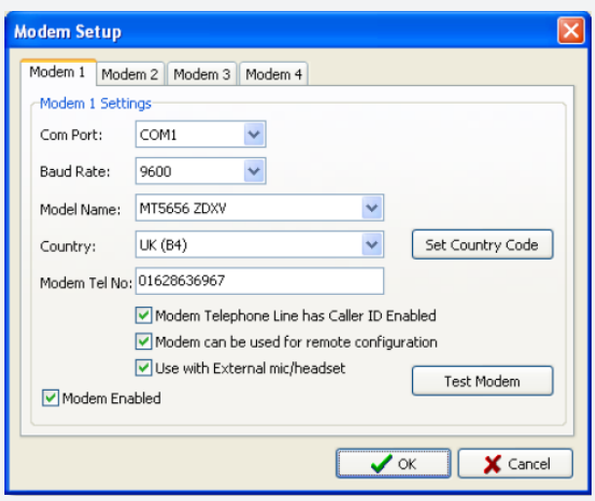


The user can now print and save the report.

2.5 Tools Menu

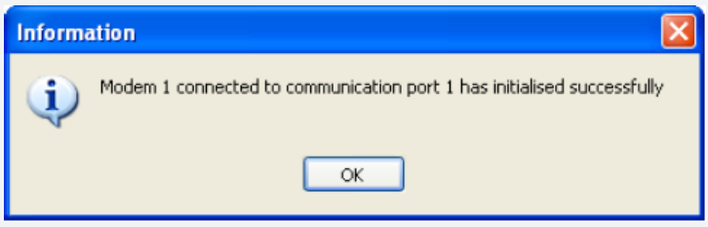
2.5.1 Tools / Modem Setup

The ETR can control up to 4 modems provided each modem has its own telephone line and COM port. Each modem is selected by pressing relevant tab.

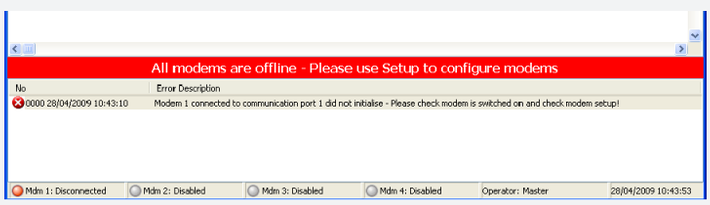


Modem Settings	
Com Port:	Selects COM port for modem (only available ports are listed)
Baud Rate:	Set to 9600 as a default (no need to change)
Model name:	Selects type of modem used (only Multitech MT5656 ZXDV and ZDXE supported)
Country:	Several countries telephone systems are supported. First select the country required and then press the 'Set Country Code' button. This will automatically update the modem to the required settibngs for the country selected
Modem Tel No:	The telephone number that the modem is attached to
Modem Telephone Line has Caller ID Enabled	Check with your telephone line/system provider if Caller ID is activated on your line
Modem can be used for remote configuration	When disabled modem can be used for test and alarm calls only
Use with External mic/headset	External mic/headset is for answering trapped passenger calls from the Memcom
Modem Enabled	Select to enable modem

Pressing the ‘Test Modem’ button will check that your modem is connected to the ETR software and provided the modem has been correctly installed the following will pop up.

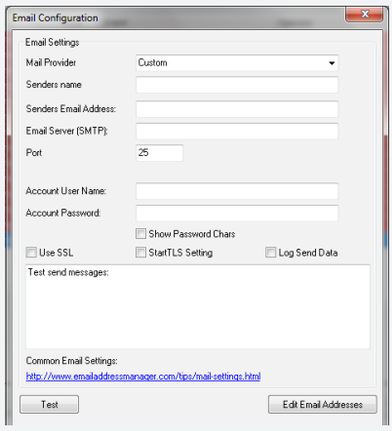


If the test fails then there will be an error message displayed on the ETR main screen.


All modems are offline - Please use Setup to configure modems
No
Error Description
0000 28/04/2009 10:43:10
Modem 1 connected to communication port 1 did not initialise - Please check modem is switched on and check modem setup!
Mdm 1: Disconnected
Mdm 2: Disabled
Mdm 3: Disabled
Mdm 4: Disabled
Operator: Master
28/04/2009 10:43:53

Check all modem settings, cables and run the test again.

2.5.2 Tools / Email Setup



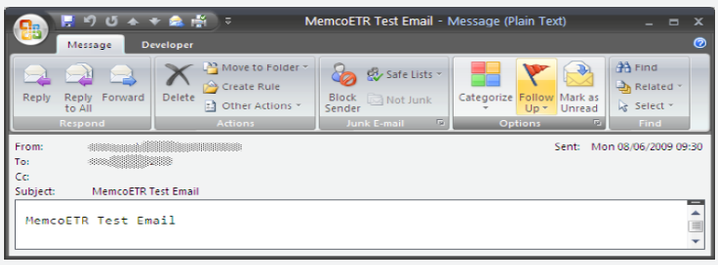
Email Settings	
Email Provider:	Templates for some common web email providers
Senders Name	The users name („friendly name")
Senders Email Address:	The user" s email address (for replies)
Email Server (SMTP):	Email server address (contact your IT person if required)
Account User Name:	User name that is required for email settings
Account Password:	Email account password
Show Password Chars	Allow the password characters to be seen as typing (removes password if set)
Use SSL	Set authentication for some providers.

To verify the settings press the button. Now enter the address for the test email to be sent to and press ok. If the settings are correct then an email similar to the one below will be received.

The Test send messages will give progress indications, and any messages from the server regarding authorization or security.

If the messages indicate problems with authorization, check the user name and password are correct.

If messages indicate problems with security, check the state of the Use SSL setting.



2.5.3 Tools / Language

Select desired user language.

2.5.4 Tools / Diagnostics

This contains several diagnostic tools for the ETR software. Use only if advised by Memco service personnel.

2.6 Help Menu

2.6.1 Help / Manual...

Opens to this document

2.6.2 Help / Send Bug Report

Provides feature to send any issues to the support team, automatically attaching internal logging files for analysis

2.6.3 Help / About

Screen showing ETR version and date information.

ETR Troubleshooting Guide

Memcom Technical Alarms

There are two categories that require intervention:

1. Missing Background Calls (EN81-28)
2. Technical Alarms

Missing Background Calls (EN81-28)

There are several reasons for the Memcom not to call in at its assigned time...

1. The Memcom is defective...
2. The Line the Memcom is connected to is possibly faulty or has been disconnected by the Customer or Line Provider. The customer may have used the line for another purpose...E.g. Fax Machine or used the Extension Number for Internal Purposes...
3. The Telephone Line the Memcom is connected to is unable to place Out Going Calls...
4. The Memcom has not yet been programmed or programmed correctly with the Background Telephone Number or ID Number. The Correct Settings are:

+ *16 12345678910**1 – Your ETR Software Modem Telephone Line Number, if on an Internal Telephone Line then a 9 maybe required for an Outside Line, hence *16 912345678910**1
+ ID Number *21 (Refer to the Memcom Installation Guide); this is the Memcom 6-Digit Serial Number, this number has to match the Account/Record raised.
+ If more than one unit is connected to Line/GSM then Network ID *28 needs to be set correctly (Refer to the Memcom Emergency Telephone Installation Guide 450 900]
+ E.g. Duplex Lift [Left Hand *21 123456 *28 1 & Right Hand *21 987654 *28 2]

5.

Solutions if connection via telephone is possible

1. Once you have connected to a Memcom, using the number on the Lift Manager Account/Record this proves the line is okay, it will answer with several Beeps & possibly a Recorded Message...
2. To enter programming Mode, press * then the password (Default = 1234) followed by the # key. You should then hear 3 Beeps then silence...
3. To confirm the Background Number has been programmed Press *16#. The number will read back to you if any has been programmed E.g. 12345678910**1 Your ETR Software Modem Number...
4. To confirm that the correct ID Number has been programmed Press *21#. The number will read back to you if it has been programmed E.g. 123456. This is the Memcom Serial Number...
5. If 3 & 4 are correct to your records on the ETR Software, you can now force a Background Call by pressing *03#, you will hear the line hang up, within 30 seconds the unit will check in, if you are looking at the modem you will see RD & TD LED's flash, if you are looking at the ETR Software you will see the Modem Indication [Bottom Left Hand Corner] change from Green to Amber indicating Modem in use...
6. Once RD & TD on the Modem stop flashing or when the Modem Indication on the Software changes back to Green, you can access the account via Lift Manager & then access the Background Tab to confirm that unit checked in...

Solutions if connection via telephone is not possible

1. If calling the Memcom your hear a constant ringing a Site Visit is required by the Lift Engineer to correct any local problem such as:

- The Line Number dialled may be incorrect
- The Memcom may no longer be connected to the number dialled
- The Memcom could be defective

2. If calling a Memcom you hear a Network Message such as:

- The Number called is not recognised, not excepting Incoming Calls or not available;
- If you hear a Fax Machine or even a person answer

In these cases you will have to check the number dialled or contact your client to resolve the problem

Technical Alarms

The Technical Alarms are reported as follows on the ETR Software:-

- Low Battery
- Battery Load Test Failure
- Speaker/Microphone Failure

Other options & Service Options if used:-

- Mains Failure
- GSM No Signal

Most of these failures will require a Site Visit by the Engineer to investigate the failure, possibly taking spares to resolve the problem...

Note: It is possible to program the Memcom via the Telephone by following the instructions in the Memcom Emergency Telephone Installation Guide 450 900

Technical Support Contact 01628540160

ETR UM V01 (GB)

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